

## FREQUENTLY ASKED PPSO QUESTIONS

### PART TWO

19 JAN 1999

1. Can the member select, or state a preference for, a particular contractor?

A member can request a contractor, with the understanding that the particular contractor may not be required to handle his/her shipment if the CDC for a given day has been met, and if the requested contractor is participating in the pilot test and is performing satisfactorily. The service member may not actually select a contractor from the list of available contractors for a given channel.

2. Can a member refuse a contractor if the contractor previously provided a less than satisfactory moving experience?

A member may request not to have a particular contractor handle their shipment if there was a previous unsatisfactory move with that particular contractor. However, the service member may not view the list of available contractors for a given channel, and then state which ones he/she does not want. The preference not to have a particular contractor must be based on an actual unsatisfactory move, and not on name recognition or some other reason.

3. What do we do if a member who meets all the requirements for pilot participation (even numbered SSN and qualifying shipments) refuses to be in the program? And, what do we do if a non-qualifying member (even numbered SSN with shipments not destined to a pilot region, or odd number SSN and/or shipments not destined to a pilot region) demands to be included in the pilot?

Participation in the pilot program is not voluntary. Pilot participation is based solely on the service member's social security number and shipment type and destination.

If a member and his shipments meet the pilot program participation requirements, they should be part of the pilot. However, if the service member is very difficult, and if the PPSO is reasonably unable to convince him/her of the many benefits of moving under the pilot, then the PPSO can go ahead and arrange the member's move under the current Personal Property Program.

4. There is a 2-hour time limit for contractors to respond to shipment offers. What if an offer is made at 5:50 p.m. and the office closes at 6:00 p.m.?

The PWS requires a response within 2 hours. We will remind PPSOs to consider the time of day they offer shipments and avoid situations where shipments are offered to contractors outside of normal business hours.

5. What is the procedure for converting SIT to member's expense? If the member is still entitled to a local delivery from SIT at government expense, how do we pay the contractor for the delivery?

When the member has exhausted all entitlement to continued SIT, the PPSO will use PTOPS to perform the conversion, and will notify the member that the storage is now at his/her own expense. The member becomes responsible for payment for any further storage charges and must make arrangements for insurance coverage through the contractor.

If the member is still entitled to a local delivery from SIT at Government expense, use current program procedures for payment to the local SIT agent/facility. If the member must file a claim after the delivery from SIT is accomplished, the member must file his/her claim through the local Government claims office, and will receive reimbursement under the current program depreciated value liability coverage.

6. When will MTMC send the service member's Reengineered Personal Property Pilot Program information handouts to the PPSOs?

The information pamphlets will be sent to each PPSO prior to the start of the pilot.

7. What is the role of the Adjudicator in the Reengineered Personal Property Program?

The Adjudicator Module is designed to provide detailed personal property shipment information to organizations within DOD, i.e. identification of excess costs and unearned freight cases.

8. Who is the BCCA contractor, and what is his role in the Reengineered Personal Property Program?

The BCCA (Billing and Customer/Contract Auditor) contract was awarded to Parsifal Corporation, Inc. and their role involves three major functions: (1) Compile performance data; (2) Conduct pre-payment investigative audits of transportation bills and (3) Prepare and provide management information reports to the DOD.

9. Will the BCCA contractor perform a customer satisfaction survey on shipments that are terminated or converted to member' expense?

No. Surveys will be performed only on shipments that are delivered to the residence.

10. Please provide details about the PTOPS Hotline: Where will it be and who will man it? What are the expected hours of operation? What is the telephone number?

To ensure a smooth transition and assist Personal Property Shipping Offices (PPSO) with implementation of the DOD Pilot Program, the following information is being provided:

Normally under the pilot, PPSOs should go directly to the Atlanta Regional Storage Management Office for assistance however, during the initial implementation of the pilot, the following telephone contact numbers are available for your use. The below numbers will be manned from 0730 to 1700 EST and messages may be left on (1).

(1) For questions regarding the pilot but are not sure who to call – (703) 681-4425 or DSN 761-4425.

(2) For questions regarding the Pilot Transportation Operational Personal Property Software (PTOPS) – (703) 681-4425 or DSN 761-4425. (Please note this is a different number provided in the letter accompanying the user ID's and passwords).

(3) For questions regarding pilot business rules or transportation related functional questions unrelated to PTOPS – (703) 681-6426/7 or DSN 761-6426/7.

(4) For questions regarding purely contract related issues – (703) 681-8572/7036 or DSN 761-8572/7036.